

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS AND  
DISTRICT COMMANDS, ATTN: CHIEFS, CONSTRUCTION-  
OPERATIONS DIVISIONS

SUBJECT: National Recreation Reservation Service™ Inventory Update and Verification

1. An inventory update and verification process will occur each fall for the National Recreation Reservation Service™ (NRRS™). Enclosed are specific instructions provided by the NRRS™ Contracting Officer's Representative for the conduct of the 1999 NRRS™ inventory update and verification process. The update will begin on 12 October 1999 and will continue through 30 November 1999. Field locations must request changes in accordance with the enclosed guidance not later than 30 November 1999.
2. This first year of operation for the NRRS™ has been a learning and adjusting period for all involved parties. The NRRS™ is an innovative project and although a great deal of research was done during its conceptual development, available data pertinent to some aspects of the service was limited or non-existent. Although the NRRS™ has now completed its first year of operation, this was an implementation year rather than a year of typical operation. Many of the problems we experienced this year were due to the delay in the Internet becoming operational, as well as the longer delay in the implementation of Park Office.
3. The operation of Park Office is a critical element in the overall success of the service as conceived. Operating Park Office provides the local manager the capability to provide service to local customers as in the past, while the NRRS™ provides globally enhanced service to both local and non-local customers. With all Park Office locations functioning properly for the 2000 recreation season, the more problematic issues regarding the NRRS™ should disappear.
4. "Proper functioning" of Park Office includes making advance reservations for walk-up customers at the local campground. This very important utility of Park Office permits the local manager to make reservations for customers as in the past, without requiring the customer to call the NRRS™ Call Center or visit the Web site. Accommodating the campground customer in this fashion has several benefits for the overall service. It takes pressure off the Call Center, thus reducing the "busy out" problems we experienced this year. It provides improved customer service for those campers accustomed to making reservations locally. Reservations taken through Park Office cost the Corps less than reservations taken through the Call Center. Using the full range of capabilities available through Park Office permits increased local control of NRRS™ sites and facilities. This local control was significantly diminished this past year without Park Office functioning properly at many locations.

CECW-ON

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5. Agency policies, such as those regarding the reserveable/non-reserveable percentages for facilities at NRRS™ areas and the cutoff window, are intended to provide optimum functioning during the operational phase of the service. The contractor's overall price structure was developed based upon these parameters. Inventory changes outside these parameters could compromise the conceptual integrity of the operational NRRS™, as well as affect the contract by changing the basis for pricing. For these reasons, you are requested to make all inventory updates for 2000 within the parameters of existing agency policy. Should experience in full operation during 2000 indicate the policy parameters should be changed for the future, those changes will be considered during the 2000 inventory update and validation process.

6. Current guidance in ER1130-2-550, paragraph 9-2.c., governs review of districts' recreation use fee schedules. This policy states: "The district commander will provide the established schedule of use fees to the major subordinate commands (MSC) not later than 30 December each year." Due to the 240-day NRRS™ reservation window, fees for reserveable facilities must be established at the district and entered into inventory a year further in advance than existing policy envisioned. This policy, however, does not preclude the district from establishing fees and entering them in the inventory earlier than 30 December of the preceding year. It merely states they will be provided to the MSC for review *not later than* 30 December. The MSC may supplement this policy to require earlier review and/or approval, at its discretion.

7. As the enclosed memorandum states, there are now four available inventory-pricing options for group shelters. These options were not available for the 1999 recreation season, so many reserveable shelters were not included in the inventory last year. If the current pricing options meet your needs, you may include group shelters as new inventory for 2000. Although including reserveable shelters in the NRRS™ simplifies funds processing and accounting, it will not be mandatory for all reserveable shelters to be included for 2000.

8. The NRRS™ point of contact in CECW-ON is Judy Rice, (202) 761-1795. The Corps Inventory Team Leader is Mr. Larry Bogue, (214) 767-2432. The Interagency Inventory Team Leader and Contracting Officer's Technical Representative is Greg Webb, (817) 978-4641. Please contact these individuals if you have questions about the 1999 NRRS™ inventory update or about the guidance in this memorandum.

/S/

Encl

CHARLES M. HESS  
Chief, Operations Division  
Directorate of Civil Works





File Code: 2300

Date: October 7, 1999

Route To:

Subject: National Recreation Reservation Service (NRRS)  
Annual Inventory Update

To: Judy Rice,USACE,CECW-ON, 20 Mass Ave. NW, Washington, DC 20314-1000  
Floyd Thompson, RHWR-WO

This is to announce the annual NRRS inventory update, beginning on October 12, 1999 and extending through to November 30, 1999. The inventory update will be conducted using data displayed on the ReserveAmerica Internet web site. The address for the Inventory update is <http://www.ReserveAmerica.com:81/nrrs-inv/>. This is the time period set aside in the contract, for managers of recreation facilities participating in the NRRS to submit their major inventory changes. These should be completed by the end of the update period. Minor changes may be submitted throughout the year.

This year the Internet inventory review and update web site has been enhanced to provide an easy-to-follow and precise means to review and submit inventory changes. Improvements have been made to the web site as well as process changes behind the scenes at the ReserveAmerica Inventory and Help Departments. Some of the changes are:

- a. The data format was scrubbed to accurately reflect the information necessary for selling reservations and responding to customer questions.
- b. Maps were removed from the campground page and placed on a separate page. This should make it faster to load the main campground web page.
- c. There are now four different pricing options available for group facilities.
- d. The NRRS Inventory Update Manual has been completely revised to provide more comprehensive information and examples. You can access the Manual on the Inventory Home Page on the Internet.

During the annual update the agency and concessionaire personnel may review and change their inventory data, add new inventory, review and update maps. There will be four ways to submit changes to the NRRS inventory during the update. These are: Internet comments, e-mail, fax, and mail. The primary and preferred method to view and change data will be by electronic means through the Internet web page display.



In order for ReserveAmerica to assure the validity of the change requests, an “authorized” person must submit them. Attached is an “Authorized Campground Contact List” form that must be completed and sent back to ReserveAmerica. Please use this form to identify the name(s) of persons who are authorized to make inventory changes for each of your NRRS campgrounds. This form may be forwarded to each campground manager or Concessionaire as appropriate, for completion and return directly back to ReserveAmerica. Inventory changes submitted to ReserveAmerica by anyone not shown on the authorized list will be held until approved by an authorized person.

Instructions for submitting inventory changes and new inventory are provided in the NRRS Inventory Update Manual. The process that will be followed is: Approved change requests will be processed by ReserveAmerica; the Internet presentation of the data will be regenerated and quality checked; then ReserveAmerica will notify the campground staff that all changes have been completed. Following notification by ReserveAmerica, the authorized field person should verify that they are satisfied with the changes. From the time that you are notified that the changes are complete, the inventory data is “live” and will be used to make reservation sales to the public. If you have any concerns about the accuracy of the changes made, I request that you notify ReserveAmerica as soon as possible.

We are looking forward to an improved inventory update process this year. Please take the time to go into the Internet site and review your data. We all want to have these data as correct as possible so that the customers will get the facilities that they request. Thanks in advance for your support and cooperation in this critical effort.

Sincerely,

*/s/ Carol Holtz*

Carol Holtz  
Contracting Officer’s Representative  
National Recreation Reservation Service

Enclosure

## NRRS Authorized Campground Personnel Contact List

Please supply the campground name, the campground code and serial number. Fill in the names of personnel who are authorized to change the NRRS Inventory and the Corps District POC, if applicable. The phone number will be used by ReserveAmerica to call if there are questions about the change requests. Please indicate whether written information should be sent to the fax number or e-mail address. If more than one secondary contact is needed, please use the space at the bottom of the page.

**Campground Name:**

**Campground Code and Serial Number:**

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Primary Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Secondary Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Corps of Engineers District POC: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

This form can be sent by e-mail to: [NRRS-Inventory@ReserveAmerica.com](mailto:NRRS-Inventory@ReserveAmerica.com) or can be faxed to ReserveAmerica at (518) 884-7424. Please put "Inventory 2000" in the subject line of the e-mail or fax message.